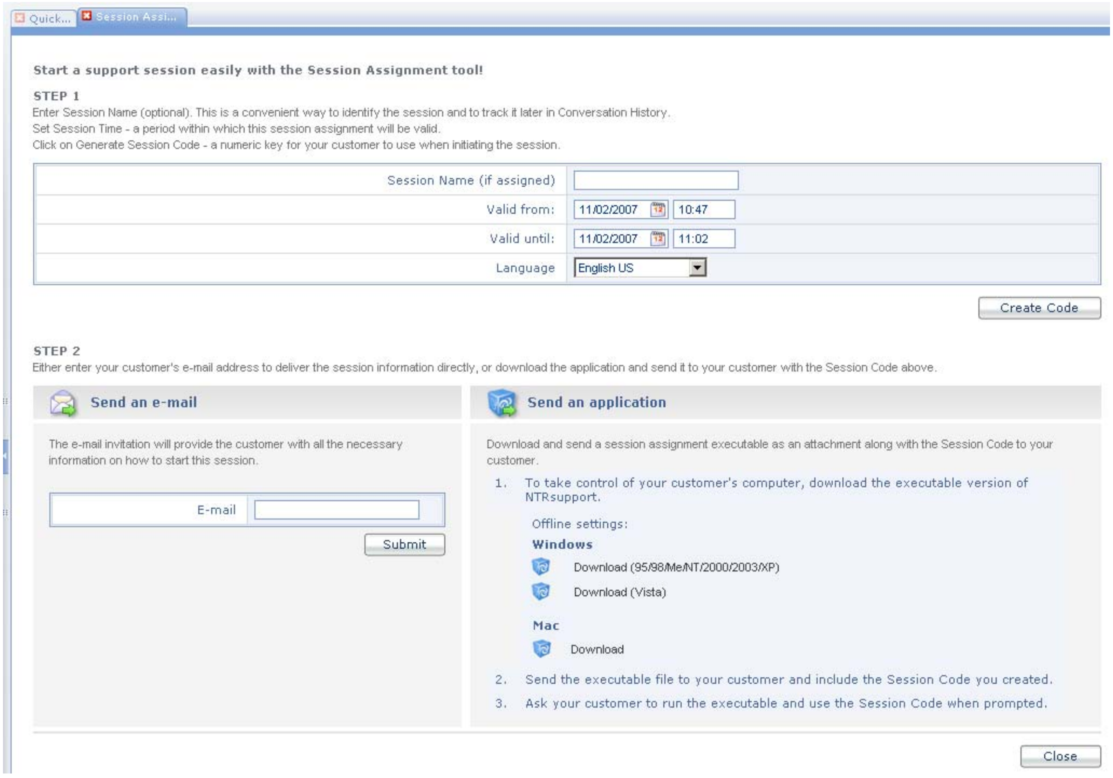
# NTRsupport Release Notes – December 2007

## Feature of the Month:
### New Session Assignment Options

NTRsupport's redesigned Session Assignment brings improvements to both ends of the support exchange. Operators no longer need to send customers Web pages or files to start a session; they can simply send a link by e-mail that automatically opens the support session. To use this option, Operators first create a session ID, and then just enter the customer's e-mail address. The customer receives an e-mail with simple instructions and a link that, when clicked, allows him to join the support session. The e-mail language is selected from a drop down menu with more than 10 language options.

Operators also have control over the exact time and date during which the support session is valid. If operators want the session to begin immediately, they just need to click the 'Create session' button. The default session validity period is already set to begin immediately and to last for 15 minutes, so operators don't have to set up parameters unless they want to. If operators choose to schedule sessions, the 'Valid from' and 'Valid until' fields can be changed to reflect any session date and end time. A Session name can be assigned to make session tracking easy.




## Need more information?
If you have any questions, feel free to send us an e-mail to support@ntrglobal.com or use the NTRsupport Live Chat button at www.ntrsupport.com. We will be pleased to assist you.